Polycom® TPX™ HD 306M User Guide

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Safety and Regulatory Information

Please refer to all safety and regulatory information in the *Polycom TPX HD 306M Installation Guide* before making any modifications to the TPX HD 306M.

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About this Guide

This guide introduces you to the Polycom Telepresence Experience™ High Definition (TPX HD) 306M, explains how to use the Touch Panel, describes what you can expect to see on the displays during meetings in the TPX HD 306 room, and provides general guidelines for conducting successful meetings.

This guide is intended for all users of the Polycom TPX HD 306M.

For additional information about the TPX HD 306M, refer to these other documents:

- *Polycom RealPresence Experience/Polycom Telepresence Experience Quick Reference* (part number 1725-27458-001): This document describes how to use the Touch Panel to perform basic user tasks, such as making and ending calls, and includes tips you may find helpful when conducting a meeting in a TPX HD 306M room.
- *Polycom TPX HD 306M Installation Guide* (part number 3725-27345-003): This document provides installers with information about how to install and configure the TPX HD 306M.

Additional Polycom documentation is available at the Polycom web site, http://www.polycom.com/videodocumentation.

For support or service, please contact your Polycom distributor or go to Polycom Support at www.polycom.com/support.

Contents

Introducing the TPX HD 306M 1-1

Key Features and Benefits 1-1

Using the Touch Panel 2-1

Accessing the Home Screen 2-1
Making Calls 2-2
Making a Video Call 2-2
Making an Audio Call 2-3
Answering Calls 2-5
Answering a Video Call 2-5
Answering an Audio Call 2-5
Hanging Up Calls 2-5
Hanging Up a Video Call 2-5
Hanging Up an Audio Call 2-5
Understanding the Touch Panel Call Indicators 2-6
Controlling Audio 2-7
Getting Help 2-7

Viewing People and Content 3-1

Viewing People 3-1
Viewing Content 3-3
Showing Content with a Laptop 3-4
Using the Content Displays 3-5

Conducting Successful Meetings 4-1

Meeting Tips 4-1
Video Tips 4-1
Audio Tips 4-2
Meeting Coordinator Tips 4-2
Reserving a Polycom TPX HD 306M Room 4-3
Caring for the Room 4-4

1

Introducing the TPX HD 306M

Imagine walking into a comfortable, professional meeting environment, taking a seat, and starting a conversation with your counterpart located across the world. Without any technology in the way, you can focus on the business at hand. Welcome to telepresence conferencing with the Polycom Telepresence Experience High Definition (TPX HD) 306M.

The TPX HD 306M offers Polycom's Ultimate High Definition video with true-to-life people dimensions. This real-size video, coupled with Polycom's superb audio, will enable you to pick up minute facial expressions and gestures, and clearly hear every bit of conversation. Before long, the extraordinary realism will make you feel as if your colleagues were sitting across the table from you rather than being miles away.

Key Features and Benefits

The key features and benefits of the Polycom TPX HD 306M include:

Feature	Benefit
Interoperability	The TPX HD 306M is interoperable with all standards-based video conferencing products including other telepresence solutions, such as the Polycom RealPresence™ Experience RPX™ HD 400 or 200 Series, as well as traditional video conferencing equipment, such as Polycom HDX™ platforms.
High definition video plasmas	Three 60-inch plasma displays lined end-to-end give you a wide window into the far site room.
Network options	When it comes to setting up your network, you can section off bandwidth from your existing infrastructure or you can install a separate network to support telepresence.
Superior audio quality	With Polycom's HDX Ceiling Microphone Arrays, 22 kHz StereoSurround™ audio, and a professional grade sound system, the TPX HD 306M offers an extraordinary sensory experience.

Feature	Benefit
Outstanding video quality	Polycom HDX and Ultimate HD video solutions enable you to experience the highest quality video possible on the 60-inch plasma displays.
Unobtrusive technology	With the cameras in the credenza, the microphones suspended from the ceiling, the sound system out of view, and no remote controls on the table, the technology is hidden. Therefore, instead of spending time learning how to use the system, you can focus on your meeting.
Touch Panel convenience	The tabletop Touch Panel enables you to easily perform the most common video conferencing tasks, such as making, answering, and ending calls.
Multipoint capability	By utilizing the Video Network Operations Services (VNOC), you have the flexibility of connecting multiple telepresence rooms as well as traditional video conferencing systems at the same time. VNOC operators can provide various onscreen layouts so that all participants can be seen at the same time.
Multi-purpose room	When not used for telepresence conferencing, participants can be seated all around the TPX HD 306M table. In this way, the room can be used as both a telepresence suite and a traditional conference room, maximizing the room's use for your organization.
Room mobility	The unique TPX HD 306M design is a free-standing solution with independent credenza and table. If your organization moves or needs to re-allocate space, the TPX HD 306M equipment can be disassembled in its entirety and moved to a new location, leaving the original room intact.

2

Using the Touch Panel

The Touch Panel is your interface to the TPX HD 306M. It enables you to place video and audio calls, hang up calls, control the audio, and perform other telepresence conferencing tasks.

Note

If your organization has signed up for Video Network Operations Center (VNOC) services, the VNOC may handle many or all of the telepresence conferencing tasks for you. If so, you may not need to use the Touch Panel.

Accessing the Home Screen

The first screen you typically see on the Touch Panel is the Start screen:

Start Screen

To access the Home screen from the Start screen:

➢ Touch **Start**.

The Home screen provides you with access to the buttons you may need to use during a telepresence conference. For example, you can use the Home screen to place, answer, and hang up calls, as well as view the call indicators.

Home Screen: Not in a Call

To access this view of the Home screen at any time, simply touch the **Polycom** button.

Making Calls

You can use the Touch Panel to make both video calls and audio calls as described in this section.

Making a Video Call

You can make a video call either by speed dialing or by manually dialing.

To enable you to speed dial, your system administrator must first set up the speed dial numbers for your site. Up to eighteen speed dial numbers can be set up. Once they have been set up, the Speed Dial buttons automatically appear on the Home screen.

If you want to add or remove any of the Speed Dial buttons on your Touch Panel, contact your system administrator. Your system administrator can refer to the *Polycom TPX HD 306M Installation Guide* for information about how to edit the `System_Config.ini` file to change the Speed Dial buttons.

To make a video call:

Do one of the following:

- To speed dial:
  1. If you are not on the Home screen, touch

Polycom.
  2. Touch the Speed Dial button that corresponds to the site you want to call. For example, if you often call a site in Boston, you might see a Speed Dial button called "Boston". You can simply touch that button to place a call to that site.

     Up to eighteen Speed Dial buttons can be set up; however, no more than nine can appear on the Home screen at one time. If more than nine speed dial numbers have been set up for your site, you may have to touch **Previous Page** or **Next Page** to view the additional Speed Dial buttons.
- To dial manually:
  1. From the Home screen, touch **Video Call**.
  2. Enter the number of the site you want to call using the touch pad, and then touch

Dial.

  If you make a mistake while dialing, touch

Back to edit the number or touch

Clear to erase the number and start over.

Making an Audio Call

You can use the Touch Panel to make an audio call separately from a video call or you can add an audio call to your video call. In either case, you can make only one audio call at a time using the Touch Panel.

Like with video calls, you can make audio calls either by speed dialing or by manually dialing. To enable you to speed dial, your system administrator must first set up the audio speed dial numbers for your site. Up to four audio speed dial numbers can be set up. Once they have been set up, the Audio Speed Dial buttons automatically appear on the Home screen.

If you want to add or remove any of the Speed Dial buttons on your Touch Panel, contact your system administrator. Your system administrator can refer to the *Polycom TPX HD 306M Installation Guide* for information about how to edit the `System_Config.ini` file to change the Speed Dial buttons.

To make an audio call:

1. From the Home screen, touch **Audio Call**.
2. Do one of the following:
   - To speed dial, touch the Audio Speed Dial button that corresponds to the telephone number you want to call. For example, if you often call the CEO's cell phone, you might see an Audio Speed Dial button called "CEO Cell". You can simply touch that button to place a call to that number.
   - To dial manually, enter the telephone number that you want to call using the touch pad, and then touch

Dial/Answer.

     To get an outside line, you should dial the number the same way you would dial an ordinary telephone in your organization. For example, some organizations require you to dial a 9 before the number.

   If you make a mistake while dialing, touch

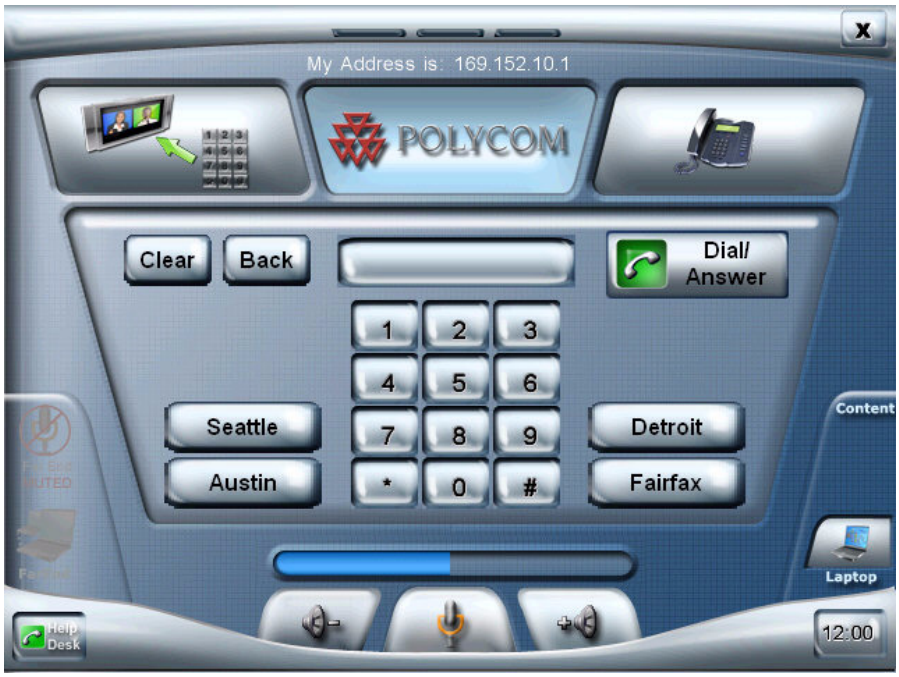
Back to edit the number or touch

Clear to erase the number and start over.

Note

If you touch the

Help Desk button when an audio call is connected, the system must hang up the audio call in order to place the help call. A message informs you of this before hanging up the audio call. For more information about placing help calls, refer to Getting Help on page 2-7.



Audio Call Screen

Answering Calls

This section describes how to answer video or audio calls that you receive when in a TPX HD 306M room.

Answering a Video Call

When you receive a video call, you hear a ringing sound, but you do *not* have to do anything to answer the call. Video calls are automatically answered by the TPX HD 306M.

Answering an Audio Call

When you receive an audio call, you hear a ringing sound and the Touch Panel automatically displays the Audio Call screen so you can easily answer the call.

To answer an audio call:

➢ Touch

Dial/Answer.

Hanging Up Calls

If you are on a video call and an audio call concurrently, you must hang up the calls separately. This section describes how to hang up both types of calls.

Hanging Up a Video Call

To hang up a video call:

1. If you are not on the Video Call screen or the Home screen, touch either **Video Call** or

Polycom.
2. Touch

Hang Up.

   The message "The call has ended" appears on the screen.

Hanging Up an Audio Call

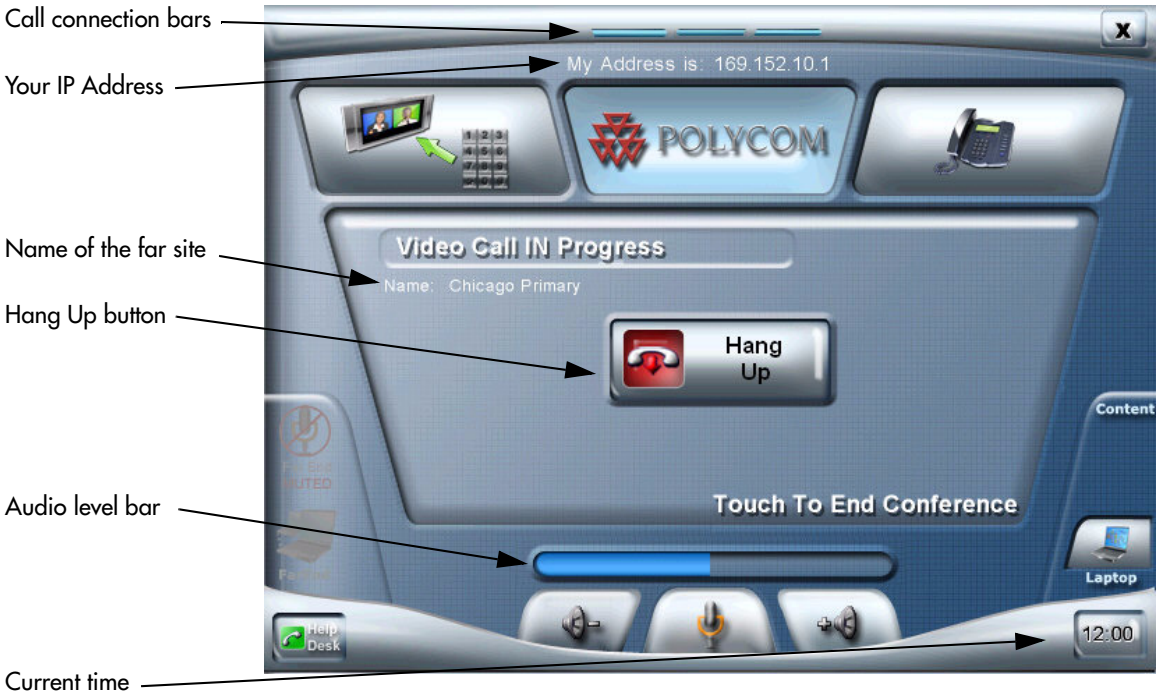
To hang up an audio call:

1. If you are not on the Audio Call screen, touch **Audio Call**.
2. Touch

Hang Up.

Understanding the Touch Panel Call Indicators

When you are in a call, the Touch Panel Home screen changes to display information you may need during the call:



Home Screen: In a Call

These are the changes you can expect to see on the Touch Panel Home screen when you are in a call:

- Call connection indicators at the top of the screen light up to show you that you are connected to another video conferencing system:
  - All three indicators light up when you are connected to a TPX HD 306M or a Polycom RPX HD 400 Series.
  - The left and center indicators light up when you are connected to a Polycom RPX HD 200 Series.
  - Only the center indicator lights up when you are connected to a traditional video conferencing system.
- Your IP address and the name of the far site appear on the screen.
- The

Hang Up button appears in the middle of the screen, enabling you to end the call quickly and easily.
- A horizontal bar shows the audio level.
- The current time is displayed.

- If the far site is sharing content, the Content Sharing icon lights up.
- If the far site is muted, the Far Site Muted icon appears.

Controlling Audio

When you place a video call, the audio level defaults to the volume it was set at the last time the TPX HD 306M was used. A horizontal bar on the Touch Panel shows the audio level. You can change the audio in these ways:

- During both video and audio calls, touch **Volume Up** or **Volume Down** to increase or decrease the sound you hear from the far site.
- During both video and audio calls, touch **Mute** to mute or unmute the sound you are sending from your site.

  If the far site is muted, the Far Site Muted icon appears on the Home screen.

Getting Help

Whenever you experience technical difficulties or have a question about the TPX HD 306M, you can call the Help Desk.

The Help Desk number is configured by the system administrator. If your Help Desk button is not working, contact your system administrator.

If your organization has signed up for Video Network Operations Center (VNOC) services, you may also be able to call the Help Desk to request a room reservation, extend or cancel a meeting, or inform them that your meeting is ending early. For more information, refer to Reserving a Polycom TPX HD 306M Room on page 4-3.

To get help:

1. Touch **Help Desk**.
2. Touch the larger **Help Desk** button that appears on the Touch Panel.

If your organization has signed up for VNOC services, you can also get help by calling the VNOC directly using the phone number provided by your organization.

Note

If you touch **Help Desk** when an audio call is connected, the system must hang up the audio call in order to place the help call. A message informs you of this before hanging up the audio call.

3

Viewing People and Content

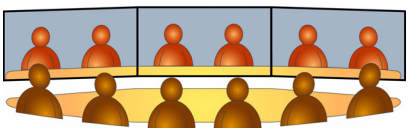
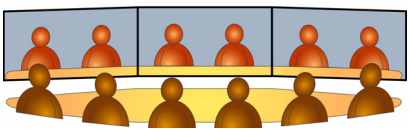
What can you expect to see on the displays during a telepresence conference in a TPX HD 306M room? That depends on the type of system you are calling at the other site and whether your call is to one site (point-to-point) or multiple sites (multipoint). This chapter describes what you can expect to see in these various scenarios.

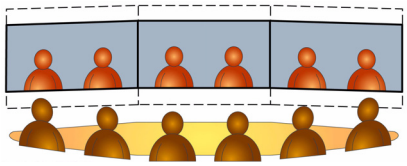
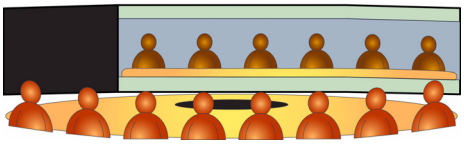
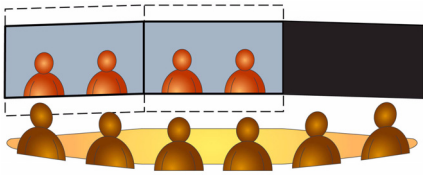
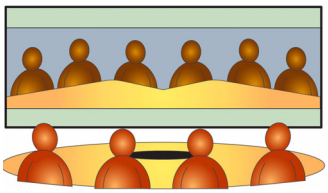
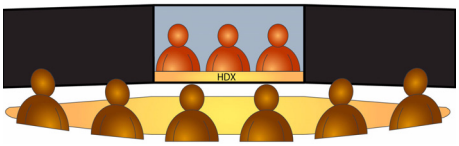
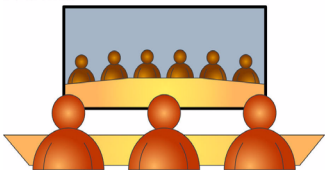
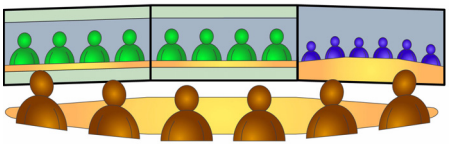
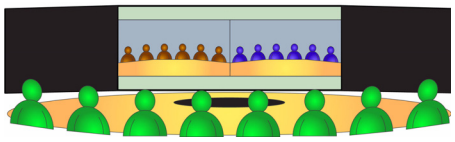
This chapter also describes how to bring content (such as slides, spreadsheets, or other documents) into TPX HD 306M room using a laptop and how to view that content whether you have optional tabletop content displays or an optional auxiliary content display.

Viewing People

Different types of video conferencing systems use a different number of cameras and displays. The TPX HD 306M automatically adapts by adjusting its camera views depending on how many displays are at the far site.

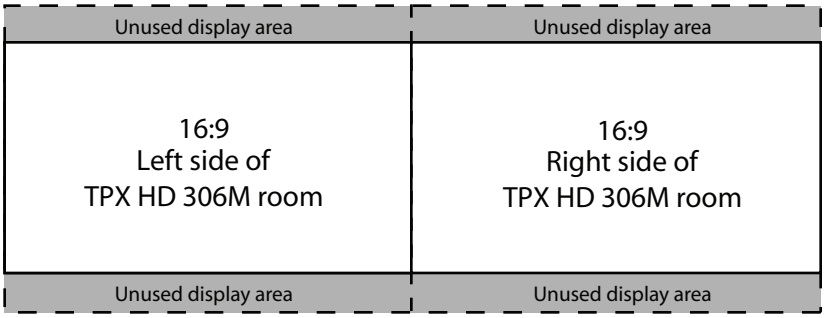
The following table describes what you can expect to see when you view the people at the other sites during a video conference in a TPX HD 306 room.

If you make a call to...	This is what you will see in your TPX HD 306M room...	This is what the far site will see...
TPX HD 306M	Two seats on each display. 	Two seats on each display. 

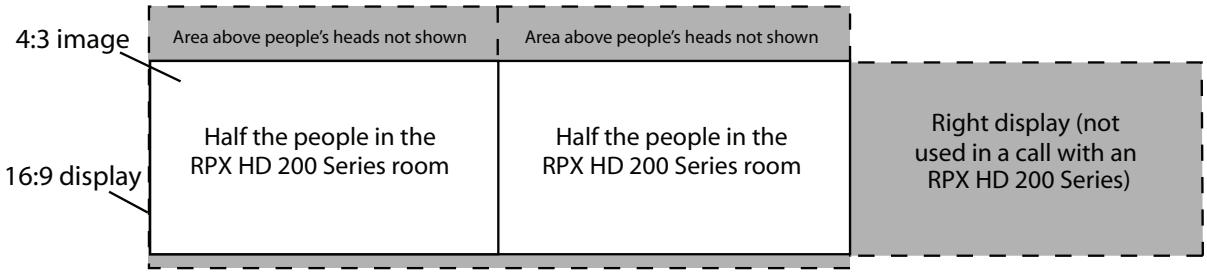
If you make a call to...	This is what you will see in your TPX HD 306M room...	This is what the far site will see...
RPX HD 400 Series	The right six seats at the RPX HD main table. Two seats are shown on each display. 	The entire TPX HD 306 room. Two seats are shown on the far right display, on the center right display, and on the center left display. The far left display is blank. 
RPX HD 200 Series	The entire RPX HD Suite. Two seats are shown on the left display and two seats are shown on the center display. The right display is blank. 	The entire TPX HD 306 room. Three seats are shown on each display. 
Traditional video conferencing system (such as a Polycom HDX platforms)	The people at the far site on the center display. The left and right displays are blank. 	The entire TPX HD 306 room on the People display. 
More than one other site (multipoint call)	In multipoint calls, the TPX HD 306M typically adjusts so that the full room is in view. However, what you see and what the far site sees varies depending on a variety of factors including the number of sites in the call, the types of systems in the call, and so forth. If a site if using the VNOC, the VNOC operator usually configures the layout so that every site sees all the other sites in the call. The following illustrations show what you might see with two TPX HD 306Ms and one RPX HD 400 Series in a multipoint call. The illustration on the left shows the view from the TPX HD 306M site; the illustration on the right shows the view from the RPX HD 400 Series site.  	

Because different types of video conferencing systems use different aspect ratios for their video images, the TPX HD 306M automatically adjusts the video for your displays. Most systems use either 4:3 aspect ratio (such as the RPX HD solutions) or 16:9 aspect ratio (such as the TPX HD 306M).

For example, if you call a Polycom TPX HD 306M room from an RPX HD 200 Series Suite, the image on the displays in the RPX HD Suite adjusts for the 16:9 TPX HD 306M room. Therefore, this is what you can expect to see on the displays in the RPX HD Suite:



Likewise, in your TPX HD 306M room, the image automatically adjusts so you see a real-size view of the people in the RPX HD Suite:


4:3 image
16:9 display
Area above people's heads not shown
Area above people's heads not shown
Half the people in the
RPX HD 200 Series room
Half the people in the
RPX HD 200 Series room
Right display (not
used in a call with an
RPX HD 200 Series)

Viewing Content

If you want to show content (such as slides, spreadsheets, or other documents) from your laptop during your telepresence conference, you can simply bring the laptop into the TPX HD 306M room and share the content with the other conference participants. Once your laptop is properly connected, the content automatically appears on the tabletop content displays or on the auxiliary content display (depending on how your room is equipped).

Showing Content with a Laptop

If you want to show content that is stored on your laptop, you must connect the laptop to the VGA and audio cable. You can access this cable from the cable tray at the center of the multipurpose table.

To show content with a laptop:

1. Access the VGA and audio cable in the cable tray.
2. Connect the VGA connector on this cable to the VGA Out connector on your laptop.

   Note that some laptops require you to enable VGA output (such as by pressing **Shift-F5**). Refer to your laptop documentation for more information.
3. If needed, connect the audio connector on this cable to the Audio Line Out connector on your laptop.
4. Display the content on your laptop screen, and then touch **Content** on the Touch Panel.

Note

Your system administrator may have set up your system so that content automatically displays when you connect a laptop to the VGA cable. If so, you do not need to use the Touch Panel to share content.

As soon as you share content, the content appears as follows:

- If the TPX HD 306M room has tabletop content displays, the content appears on all of these displays.
- If the TPX HD 306M room has an auxiliary content display, the content appears on this display.
- If the other site in the conference is an RPX HD 400 Series or an RPX HD 200 Series, the content appears on their tabletop content displays.
- If the other site in the conference uses traditional video conferencing equipment, the content appears on their Content display. If the site has only one display, the content appears on that display.

To stop showing content from your laptop:

➢ Touch **Content** on the Touch Panel or, if you are not planning to use your laptop to show content for the rest of the conference, you can simply disconnect the cables from your laptop.

Using the Content Displays

Some Polycom TPX HD 306M rooms are equipped with optional tabletop content displays (one for every two seats in the room). Other rooms are equipped with an optional auxiliary content display. Some rooms provide both.

This is what you can expect to see on either the tabletop content displays or the auxiliary content display:

- If content is being displayed on a laptop connected to the VGA and audio cable on the multipurpose table, the content displays automatically show the content from that laptop.

  For more information about showing content using a laptop, refer to Showing Content with a Laptop on page 3-4.

- If content is being received from another site, the content displays automatically show the content from the far site.

Even if you are using the Polycom TPX HD 306M room for a regular meeting rather than for a telepresence conference, you can still use the content displays to display content from your laptop.

To access the tabletop content displays:

1. Access the content displays by removing the wooden covers located in the tabletop.
2. Press the power button below each screen to power on the content displays.
3. Pop up the content displays.
4. To make room on the table, you can place the wooden covers behind the content displays so that the covers face the large displays at the front of the room.
5. When you are done using the content displays, power them off, push them back down, and replace the wooden covers.

4

Conducting Successful Meetings

Conducting a successful meeting in a TPX HD 306M room is easy. Because you don't have to manage cameras, microphones, speakers, remote controls, and other equipment, you can be free to concentrate on making your meeting as effective as possible.

Meeting Tips

This section provides you with tips on how to take full advantage of the extraordinary video and audio in the room, and provides information that you should know if you are the meeting coordinator.

Video Tips

Polycom TPX HD 306M cameras are located at the top of the credenza. The cameras can capture images up to the end of each table and are designed for participants that are seated. Therefore, if you are seated at the table, you are visible onscreen.

Here are some other tips to achieve the best video with your Polycom TPX HD 306M:

- Do not sit in front of the table seams. If you do, your image will look "split" to the far-site participants. You can be sure to avoid the seams by sitting in one of the designated seating locations.
- In a telepresence conference, all movements, expressions, and gestures are visible to everyone. As in any meeting, avoid repetitive motions that may distract other participants, such as tapping your pen or fingers on the tabletop.

Audio Tips

Polycom's superior audio and digital Ceiling Microphone Arrays are extremely sensitive. Keep in mind that they will pick up all sound in the room, even gentle noises and whispers — and even if you are not in camera range.

Other helpful audio tips you should consider include:

- When speaking, you do not have to direct your speech to a certain location or speak louder than normal. Simply speak in your normal tone of voice.
- As in any meeting, you should refrain from sidebar conversations. These can be distracting, especially in multipoint meetings where participants at a number of sites are present.
- Whenever you are in a TPX HD 306M room, remember that the microphones may be on. If you want to have a private conversation, check that the microphones are muted.

Meeting Coordinator Tips

When coordinating video meetings in a Polycom TPX HD 306M room, you perform many of the same tasks as you would when you coordinate any other meeting. For example, you should try to begin and end your meeting on time and you may want to prepare an agenda.

As the meeting coordinator in a Polycom TPX HD 306M room, follow these additional guidelines:

- Schedule a practice run if your meeting is using sound, video clips, or complicated graphic presentations.
- Arrive early to ensure that the room is ready to go and, if any room adjustments are necessary, they can be made prior to the meeting.
- Ask the primary participants in the video meeting to sit at the center seats at the table.
- If your meeting is going to end early or run long, you may have to inform your system administrator. If your organization has signed up for Video Network Operations Center (VNOC) services, you should typically inform the VNOC whenever you want to extend a meeting, cancel a meeting, or end a meeting early.

Reserving a Polycom TPX HD 306M Room

In some organizations, you can use a Polycom TPX HD 306M room at any time, whereas at other organizations, you must reserve the room.

When reserving a TPX HD 306M room, keep these guidelines in mind:

- If your organization has signed up for VNOC services, you can typically make your room reservation through the VNOC. The operators there will not only help you make a reservation, but they will also monitor the network and resources during the meeting, and provide remote site management to make sure your meeting runs as you planned.
- Whenever you schedule a telepresence conference, consider time zone differences for the various participants.
- If you want to schedule a conference with a video conferencing site that does not have Polycom TPX HD 306M or Polycom RealPresence Experience (RPX) equipment, your system administrator or the VNOC must ensure that the site's equipment is compatible with the equipment in the TPX HD 306M room.

To request a reservation:

Note

These steps provide a general guideline for requesting a reservation. Your organization's protocol may required you to veer slightly from these steps or to perform additional steps.

1. Some organizations have reservation forms used to collect the information needed to schedule and set up telepresence conferences. If your organization has one of these forms, fill it out before you proceed to Step 2.
2. Do one of the following:
   - Touch **Help Desk** on the Touch Panel, and then touch the larger **Help Desk** button that appears.
   - If you have VNOC services, call the VNOC directly using the phone number or email address provided by your organization.
3. Schedule your reservation with the Help Desk or the VNOC operator.

   Typically, the operator will then:
   - Ensure that all the other sites in your telepresence conference have the same reservation.
   - Email a confirmation of the reservation to you and the contacts at the other sites.

Caring for the Room

Follow these guidelines to help you properly maintain the TPX HD 306M room:

- Do not allow anyone other than Polycom-certified technicians access to the electronics rack or the cabling in the credenza.
- If you need any of the TPX HD 306M equipment powered on or powered off, you should contact your system administrator.

  If your building loses power, all of the TPX HD 306M equipment will automatically power back on when the power to the building is restored. When the power on process is complete, the Start screen appears on the Touch Panel. If the TPX HD 306M does not power on normally, contact your system administrator to restart the system properly.
- To clean the components in the room, refer to the following table:

Component	Recommended Cleaning Procedure
Cameras	Do not clean the cameras, which are located at the top of the credenza. Doing so may misalign the cameras, resulting in compromised video.
Ceiling Microphone Arrays	Gently dust with a feather duster if needed.
Display screens	To clean the screens: Dust the screens by wiping them gently with a soft cloth (cotton, flannel, etc.). Do not use tissue or a rough cloth. The surface of the screens is easily scratched, so do not rub it or hit it with a hard object. Do not clean the screens with a wet cloth; water droplets could enter into the product, resulting in malfunction. To clean the vents: Use a vacuum cleaner periodically to remove the dust buildup on the vents on the rear of the displays. Set the vacuum cleaner to its weakest setting when doing this. Using the displays without cleaning them of dust may cause the internal temperature to increase, resulting in possible breakdown or fire. To clean the display panel body and remote control: Wipe the display panel body and remote control gently with a soft cloth. If there is excessive dirt buildup, dampen a soft cloth with a diluted neutral cleaning detergent, wring the cloth thoroughly, wipe the display panel body or remote control, and then dry it with a dry, soft cloth. Never use solvents such as benzine or thinner for cleaning.

Component	Recommended Cleaning Procedure
Leather chairs	Gently dust chairs regularly with a dry, soft cloth. For cleaning up spills or stains, remove as much soil or stain as possible by brushing or wiping with a soft cloth. Use warm water and mild soap to remove any remaining residue. Do not use furniture polishes, oils, solvents, abrasive cleaners, ammonia, or wax as they may cause leather to dry out and eventually crack.
Simulated wood furniture (vinyl-covered MDF)	Wipe with soap and water using a gentle brush or sponge. You can also wipe with a soft cloth dampened with window cleaner or an all purpose cleaner. Do not use caustic, abrasive, or oil-based cleaning products.
Tabletop content displays	Gently wipe covers and screens with a soft cloth. Remove finger marks and grease with a damp cloth and mild detergent; do not use solvents or abrasives. Never use flammable cleaning materials.

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